



Caseworker Policy Assistant

IMAC Presentation

January 2025

Overview

On February 22, 2025, CWW will be enhanced to include a new Caseworker Policy Assistant tool that aids caseworkers in answering scenario-based policy questions.

The Caseworker Policy Assistant increases policy research efficiency by providing a response to a policy question, the reasoning behind the response, and citations.

Overview

The tool utilizes the following policy documentation to provide a response:

- BadgerCare Plus Handbook
- Medicaid Eligibility Handbook
- SSI Caretaker Supplement (CTS) Handbook
- Wisconsin Works (W-2) Policy Manual
- Wisconsin Shares Handbook
- FoodShare Handbook
- FoodShare Employment & Training (FSET) Handbook
- DMS Operations Memos published on or after August 22, 2024
- DMS/DCF Joint Operations Memos

Changes to CWW

Caseworker Policy Assistant

The Caseworker Policy Assistant is accessed by selecting the chat icon in the bottom left corner of CWW.

Navigation Menu

Search

CARES Home

Search

Inbox Search

Unlinked Documents

RFA / Case

Client Registration (0)

Case Summary

Case Comments

Expected Changes

Application Entry (0)

Spousal Signature

Generate Summary

Initiate Eligibility Determination

Eligibility

Post Eligibility

Potential Error Listing

Confirm Eligibility

Refer to FSET

FoodShare Clock


Override AG Renewal / Review Dates

Health Care Continuous Eligibility Tracking


W-2 Post Eligibility

Deductible Period and Bill Tracking Information

Post Confirmation













CARES Worker Web Home









My FoodShare On-Demand Tool  No FS Items Assigned

View FS On-Demand Tool

Recent Cases/RFAs/ACCESS Applications/Change Reports/PINs

| Type | Number | Primary Person/Individual | Accessed | |
|------|--------|---------------------------|------------|---|
| Case | | | 10/07/2024 |  |
| Case | | | 10/06/2024 |  |
| Case | | | 10/04/2024 |  |
| Case | | | 10/04/2024 |  |
| Case | | | 10/04/2024 |  |
| Case | | | 10/04/2024 |  |
| Case | | | 10/04/2024 |  |
| Case | | | 10/04/2024 |  |
| PIN | | | 10/04/2024 |  |
| Case | | | 09/28/2024 |  |

My Tasks

| Type | Counts | |
|---|--------|---|
| FoodShare Supplements | 0 |  |
| Food Benefits Replacement Request | 0 |  |
| Online Change Reports | 0 |  |
| Appeals Assigned to Me | 0 |  |
| Cases with Unprocessed Documents | 0 |  |
| Having Outstanding Verification Approaching | 0 |  |
| Having Outstanding Verification Past Due | 0 |  |
| Unlinked Document Batches | 0 |  |

Caseworker Policy Assistant

A pop-up window displays the tool.

Workers enter questions into the
“Enter question here... field.”

Caseworker Policy Assistant [Minimize]

Navigation

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- Spousal Signature
- Generate Summary
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- Confirm Eligibility
- Refer to FSET
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- Override AG Renewal Dates
- Health Care Continuity Eligibility Tracking
- W-2 Post Eligibility
- Deductible Period Tracking Information

Chat History

What is the income limit for BC+?

How are authorization hours determined?

What is the Safe at Home program?

Is verification of enrollment in the Safe at Home program se...

How many children must a family have to qualify for BC+?

Welcome to the CWW Caseworker Policy Assistant!

*** INTERNAL USE ONLY ***

Reminders:

Do not provide screenshots or copy answers for the public. Use the wording in the handbook policy in written communications.
Do not include PII/PHI in questions.
This tool does not replace your research. You are responsible for confirming the answer is correct in the policy handbooks or relevant Ops Memos before using it.
Comprehensive questions give comprehensive answers.
This tool will query the following documents to inform answers to your policy questions:

- BadgerCare Plus Handbook - effective December 18, 2024
- Medicaid Eligibility Handbook - effective December 18, 2024
- SSI Caretaker Supplement (CTS) Handbook - effective April 3, 2024
- Wisconsin Works (W-2) Manual - effective December 9, 2024
- Wisconsin Shares Handbook - effective November 1, 2024
- FoodShare Handbook - effective December 18, 2024
- FoodShare Employment and Training Handbook - effective December 18, 2024
- DMS Operations Memorandums - effective August 22, 2024 - December 1, 2024
- DMS/DCF Joint-Operations Memorandums - effective August 22, 2024 - December 1, 2024

The tool will include context from the last 5 questions that you have asked by default. To disable this feature, click the toggle on the bottom right-hand corner of the chat window.
DCF Ops Memos are not included as a resource.

Please ask a question.

Include past 5 questions as context ☐

Enter question here... [Ask]

Please do not enter any Personally Identifiable Information (PII) into the Caseworker Policy Assistant

Appeals Assigned to Me 0

Caseworker Policy Assistant

The Caseworker Policy Assistant retains conversation history for up to five prior interactions.

Workers must toggle the feature 'on' to include previous questions as context within the new question.

If not toggled 'on,' the question is answered without using the previous questions asked as context.

Caseworker Policy Assistant [Minimize]

Chat History

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Enter question here... [Include past 5 questions as context ☒] [Ask]

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Appeals Assigned to Me 0

Caseworker Policy Assistant

The following is generated after asking a question:

- Summary Response
- Reasoning
- DMS Operations Memo Information (when relevant)
- References
- Not the answer you're looking for? Try considering the following

Caseworker Policy Assistant

Minimize

Chat History

What is the income limit for BC+?

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What is the income limit for BC+?

The income limit for BadgerCare Plus varies depending on the specific population. For children under age 19, the income limit is 306% of the Federal Poverty Level (FPL). For pregnant women, the income limit is also 306% FPL. For parents/caretaker relatives and childless adults, the income limit is 100% FPL. Some populations like Former Foster Care Youth have no income limit. Children and pregnant women with income above 306% FPL may still qualify by meeting a deductible.

Reasoning:

- The income limits for BadgerCare Plus are: 306% FPL for pregnant women, 306% FPL for children under 19, 100% FPL for parents/caretaker relatives, and 100% FPL for childless adults. (BadgerCare Plus Handbook, Page 156)
- Children under 19 with income over 306% of the FPL may become eligible for BadgerCare Plus by meeting a deductible. (BadgerCare Plus Handbook, Page 202)
- Pregnant women with incomes above 306% of the FPL can qualify for BadgerCare Plus by meeting a deductible. (BadgerCare Plus Handbook, Page 202)
- There is no income limit for Former Foster Care Youth. (BadgerCare Plus Handbook, Page 298)

References:

[BadgerCare Plus Handbook, Page 156](#)
[BadgerCare Plus Handbook, Page 202](#)
[BadgerCare Plus Handbook, Page 298](#)

Not the answer you're looking for? Try considering the following:

- What are the specific income limits for different age groups of children?
- How does the deductible process work for those above the income limits?
- Are there any exceptions to these income limits for special populations?
- How often are these income limits updated?

Like

Dislike

Comment

Include past 5 questions as context

Enter question here...

Ask

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Questions?